

American Embassy Madrid

VACANCY ANNOUNCEMENT

No. 20-12

**AMERICAN CITIZEN SERVICES ASSISTANT
LAS PALMAS DE GRAN CANARIA**

October 31, 2012

OPEN TO:	All Interested Candidates (as defined below)
POSITION:	FP-7 (FP grade to be confirmed by Washington)/FSN-7
OPENING DATE:	October 31, 2012
CLOSING DATE:	November 14, 2012
WORK HOURS:	Part-time (20 hours per week)

Please note that this position is contingent on the availability of funds

IMPORTANT NOTE: ALL APPLICANTS WHO ARE NOT THE FAMILY MEMBERS OF USG EMPLOYEES OFFICIALLY ASSIGNED TO POST AND UNDER CHIEF OF MISSION AUTHORITY MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The Consular Agency in Las Palmas de Gran Canaria is seeking an individual for the position of **AMERICAN CITIZEN SERVICES ASSISTANT**.

BASIC FUNCTION OF POSITION

Incumbent serves as assistant to Consular Agent. Processes applications for new and replacement passports and Consular Reports of Birth. Incumbent has full knowledge of passport laws and regulations. Provides information to inquirers concerning the different areas of American Consular Services including special consular services and passport/citizenship law. Provides information on registration of American citizens and maintains a Warden System. Ensures handouts are available in adequate supply and are current. Serves as cashier and notarial clerk.

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Education: High school degree plus two years of university studies.
2. Prior Work Experience: Must have at least two years of experience in clerical or administrative work with at least one year dealing with the public.
3. Language Proficiency: English and Spanish level 4 (fluent) speaking/reading.
4. Other Knowledge and Skills: Familiarity with Spanish social and legal systems and resources as well as of relevant US laws and regulations. Knowledge of Spanish medical, legal, social welfare and law enforcement systems. Must be able to draft in Spanish and English.

5. Must have knowledge of Microsoft Office Suite.
6. Must be able to work with money and maintain accurate records.

VERY IMPORTANT NOTE: *All candidates must indicate in the presentation letter and/or application DS-174 that they meet the qualifications stated above. Those applications that do not clearly show that all the requirements are met will be discarded.*

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in their application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following, or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174).
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above)
4. **US Citizens and, where applicable, others residing in Spain must submit, with each application, a photocopy of their work/residency permit.**

SUBMIT APPLICATION TO

Human Resources Office
Serrano, 75
28006 Madrid
Telephone: 91-587 2226
FAX: 91-587 2229
e-mail: Madrid_HR_Applications@state.gov

Due to the volume of responses, individual acknowledgments regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all the following criteria:
 - U.S. citizen;
 - Spouse or dependent who is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a USG agency that is under Chief of Mission (COM) authority;
 - Is resident at the sponsoring employee's or uniformed service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive a USG annuity or pension based on a career in the U.S. Civil, Foreign, or uniformed services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: An MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniformed service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted their main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizens EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: November 14, 2012

The US Mission in Spain provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuous diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and /or courts for relief.